



## Useful Phone Numbers

### Help Line

|           |                 |
|-----------|-----------------|
| Australia | +1-800-33-11-77 |
| Canada    | +1-800-665-4339 |

|               |                  |
|---------------|------------------|
| Europe        | 00-800-1810-1810 |
| Mexico        | +1-800-234-1185  |
| United States | +1-800-955-0959  |

### Fellowes

|             |                       |
|-------------|-----------------------|
| Australia   | +61-3-8336-9700       |
| Benelux     | +31-[0]-76-523-2090   |
| Canada      | +1-905-475-6320       |
| Deutschland | +49-[0]-5131-49770    |
| Espana      | +34-91-748-05-01      |
| France      | +33-[0]-1-30-06-86-80 |
| Italia      | +39-071-730041        |

|                |                     |
|----------------|---------------------|
| Japan          | +81-[0]-3-5496-2401 |
| Korea          | +82-[0]-2-3462-2844 |
| Malaysia       | +60-[0]-35122-1231  |
| Polska         | +48-(22)-771-47-40  |
| Singapore      | +65-6221-3811       |
| United Kingdom | +44-[0]-1302-836836 |
| United States  | +1-630-893-1600     |

## DS-16Ci



Please read these instructions before use.  
Do not discard: keep for future reference.



1789 Norwood Avenue, Itasca, Illinois 60143-1095 • USA • 630-893-1600

[fellowes.com](http://fellowes.com)

Australia Canada Deutschland France Japan Polska United Kingdom  
Benelux China España Italia Korea Singapore United States

## WARRANTY

Our promise to you is quite simple. Fellowes shredders are built stronger, engineered to run longer, resist jams and power through large jobs. The Fellowes worry free warranty described below covers the performance of the product, provides for prompt service and support, plus a lifetime cutter warranty.

**Limited Warranty:** Fellowes, Inc. ("Fellowes") warrants the parts of the machine to be free of defects in material and workmanship and provides service and support for 2 years from the date of purchase by the original consumer. Fellowes warrants the cutting blades of the machine to be free from defects in material and workmanship for the lifetime of the shredder. If any part is found to be defective

during the warranty period, your sole and exclusive remedy will be repair or replacement, at Fellowes' option and expense, of the defective part. This warranty does not apply in cases of abuse, mishandling, or unauthorized repair. ANY IMPLIED WARRANTY, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED IN DURATION TO THE APPROPRIATE WARRANTY PERIOD SET FORTH ABOVE. In no event shall Fellowes be liable for any consequential or incidental damages attributable to this product. This warranty gives you specific legal rights. The duration, terms, and conditions of this warranty are valid worldwide, except where different limitations, restrictions, or conditions may be required by local law. For more details or to obtain service under this warranty, please contact us or your dealer.

## DATE OF PURCHASE

## SERIAL NUMBER



Serial Number is located on inside of cabinet.

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Serial Number



## KEY

|                            |                               |                                  |                                  |
|----------------------------|-------------------------------|----------------------------------|----------------------------------|
| A. SafeSense® Technology   | F. Casters                    | K. Bin open (red)                | P. Auto correcting button (blue) |
| B. Paper entry             | G. Disconnect power switch    | L. Bin full (red)                | Q. Reverse                       |
| C. See safety instructions | H. Power controls             | M. Remove Paper (red)            | R. On/off (blue)                 |
| D. CD/Card flap            | I. SafeSense® override switch | N. SafeSense® indicator (yellow) | S. Forward                       |
| E. Pullout bin             | J. Overheat (red)             | O. Sheet capacity indicator      |                                  |

## CAPABILITIES

**Will shred:** Paper, credit cards, CD/DVD's, staples and small paper clips

**Will not shred:** Adhesive labels, continuous form paper, transparencies, newspaper, cardboard, large paper clips, laminates, file folders, X-rays or plastic other than noted above

**Paper shred size:**

Cross-Cut.....5/32" x 1-1/2" (3.9 x 38mm)

### Maximum:

Sheets per pass ..... 16\*

CDs/Cards per pass ..... 1\*

Paper entry width ..... 9"/230mm

\*8.5" x 11", 20lb., (75g) paper at 120V, 60 Hz, 5Amps; heavier paper, humidity or other than rated voltage may reduce capacity. Recommended daily usage rates: 50–100 shredding passes per day, 50 credit cards; 10 CDs. 16 sheets per pass.

Fellowes SafeSense® shredders are designed to be operated in home and office environments ranging between 50 – 80 degrees Fahrenheit (10 – 26 degrees Celsius) and 40 – 80% relative humidity.

## ADVANCED PRODUCT FEATURES



**Jam Proof System**  
Eliminates frustrating jams by preventing overloads and powering through misfed paper.

### TECHNICAL EXPLANATION

- Sheet capacity indicator tells you when you have too many sheets or too few to maximize productivity
- Shredder will not operate when too many sheets are fed into paper entry (red light). Reduce sheet quantity and refeed
- If misfed, shredder will automatically adjust to power through or reverse out paper



**Patented SafeSense® Technology**  
Stops shredder immediately when hands are too close to the paper entry.

### TECHNICAL EXPLANATION

- Shredder will stop automatically and indicator will light up when hands are too close to the paper entry.
- Shredder will resume normal operation when hands are no longer near the paper entry.
- Flashing indicator warns when SafeSense® technology has been shut off



**SilentShred™ Technology**  
SilentShred™ noise quality shreds without noisy disruptions.

### TECHNICAL EXPLANATION

- SilentShred™ motor features whisper-quiet, efficient shredding performance without the noisy disruptions

## ⚠ WARNING: IMPORTANT SAFETY INSTRUCTIONS — Read Before Using!



- Keep away from children and pets. Keep hands away from paper entry. Always set to off or unplug when not in use.
- Keep foreign objects — gloves, jewelry, clothing, hair, etc. — away from shredder openings. If object enters top opening, switch to Reverse (↔) to back out object.
- Never use aerosol products, petroleum based lubricants or other flammable products on or near shredder. Do not use canned air on shredder.
- Do not use if damaged or defective. Do not disassemble shredder. Do not place near or over heat source or water.

- This shredder has a Disconnect Power Switch (G) that must be in the ON (I) position to operate shredder. In case of emergency, move switch to OFF (O) position. This action will stop shredder immediately.
- Avoid touching exposed cutting blades under shredder head.
- Rotate CD flap entry for shredding CDs/cards. Keep finger away from CD hole. Jam Proof System is disabled when flap is in CD position.
- Do not put foreign objects in paper entry.
- The grounded socket-outlet shall be installed near the equipment and shall be easily accessible.

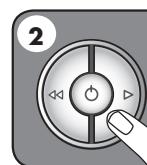
## MANTENIMIENTO Y SOLUCIÓN DE PROBLEMAS BÁSICOS DEL PRODUCTO

### ACEITADO DE LA DESTRUCTORA

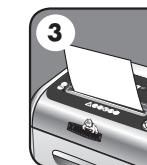
REALICE EL SIGUIENTE PROCEDIMIENTO DE ACEITADO Y REPÍTALO DOS VECES.



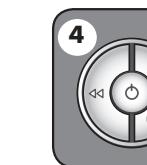
\*Aplique aceite en la entrada



Presione avance



Triture una hoja



Mantenga presionado avance (>) durante 2 ó 3 segundos



**PRECAUCIÓN** \*Use sólo aceite vegetal que no sea en aerosol en los contenedores de boquilla larga como el Fellowes No. 35250



- Todas las destructoras de corte cruzado necesitan aceite para brindar un máximo rendimiento. Si no se aceita una máquina, ésta podría experimentar una menor capacidad de hojas, ruidos molestos al destruir y, en última instancia, podría dejar de funcionar. Para evitar estos problemas, le recomendamos aceitar la destructora cada vez que vacíe la papelera.

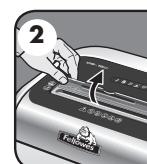
### LIMPIEZA DE LOS SENSORES INFRARROJOS DE INICIO AUTOMÁTICO

Los sensores de detección de papel están diseñados para operar sin mantenimiento. Sin embargo, en raras ocasiones, es posible que los sensores se bloquen con polvo de papel, lo que hace que el motor funcione aun sin papel (Nota: Hay dos sensores de detección de papel ubicados en el centro de la entrada de papel).

PARA LIMPIAR LOS SENSORES



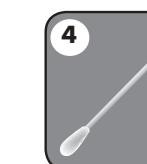
Apague la destructora y desenchúfela



Levante la tapa para CD.



Ubique el sensor infrarrojo de inicio automático.



Sumerja un cotonete en alcohol isopropílico.



Con el cotonete, limpie la contaminación de los sensores de papel.

### MANTENIMIENTO PREVENTIVO Y SOLUCIÓN DE PROBLEMAS VARIOS

- Haga funcionar la destructora una vez al día en retroceso durante 15 segundos para liberar las hojas de corte
- Vacíe el cesto para papeles cuando la luz indicadora de papelera llena esté iluminada, con la bolsa nro. 36052
- La destructora no funcionará si la papelera extraíble no está completamente introducida o si es necesario vaciarla.
- Si utiliza la destructora durante un período prolongado, el motor puede calentarse y requerir un período de enfriamiento. Cuando esto ocurra, el indicador de sobrecalentamiento le avisará del problema; este modelo requiere 30 minutos para enfriarse.

### ACCESORIOS

El mantenimiento es una parte importante de proteger su inversión. No olvide el aceite y las bolsas para destructora.



Aceite para destructora – nro. 35250



DS-16Ci Bolsa plástica para destructora – nro. 36052

### ¿AÚN NO SOLUCIONÓ EL PROBLEMA?

Fellowes está comprometido a proporcionar a los clientes el soporte técnico y el servicio que merecen. Es por esto que ofrecemos varias opciones para que encuentre información técnica, asistencia paso a paso y atención personal.

- [www.fellowes.com](http://www.fellowes.com) posee una amplia sección de soporte técnico en línea, además de una serie de opciones de autoservicio

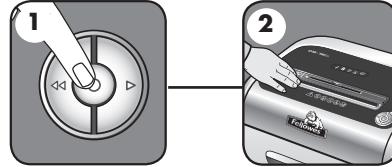
- Nuestros profesionales de servicio al cliente están dedicados a solucionar cualquiera de sus problemas

Vaya a la sección de soporte técnico (Support) de [www.fellowes.com](http://www.fellowes.com) o consulte la contraportada del manual para conocer números de teléfono útiles.

**SAFESENSE® TECHNOLOGY OPERATION**

Stops shredder immediately when hands are too close to the paper entry.

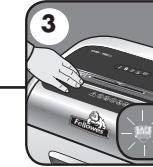
## SET-UP AND TESTING



Turn the shredder ON (circle) to activate SafeSense®



Touch test area and look for the SafeSense® indicator to illuminate

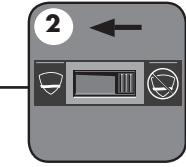


SafeSense® is active and working properly

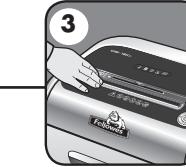
## FLASHING INDICATOR



SafeSense® is deactivated when indicator is flashing



Shift override switch to the "active" position, reactivating SafeSense®



Confirm the indicator is no longer flashing and retest by putting your hand on the test area

## ADVANCED PRODUCT FEATURE MAINTENANCE AND TROUBLESHOOTING

**JAM PROOF SYSTEM \***

Eliminates frustrating jams by preventing overloads and powering through misfed paper.

## DISABLING THE FEATURE



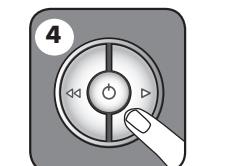
Should you choose to disable the system, press and hold the auto button (blue) and reverse (left arrow) key at the same time



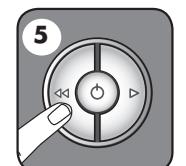
Once disabled, the blue Auto light is no longer illuminated (To re-engage, repeat step 1)



Shredding can continue with the system disabled, however a paper jam may occur with too many sheets and Remove Paper icon (document icon) will illuminate



If jam occurs, press and hold forward (right arrow) key until the document is completely through the shredder



If not cleared, press reverse (left arrow) briefly (repeat steps 4 and 5 until cleared)



If steps 4 and 5 do not clear jam, reverse paper all the way out, remove several sheets and refeed

\*100% Jam Proof when used in accordance with user manual

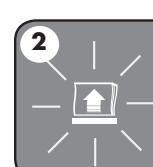
**SAFESENSE® TECHNOLOGY**

Stops shredder immediately when hands are too close to the paper entry.

## DISABLING THE FEATURE



Should the SafeSense® indicator stay lit without touching the opening



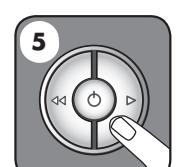
The shredder will stop and SafeSense® will need to be deactivated



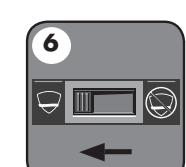
To deactivate, shift override switch to the "not active" position



Once deactivated, the indicator will flash and the SafeSense® feature will not function



To clear paper, press and hold forward (right arrow) key until paper is shredded



Once the paper is cleared, reactivate the SafeSense® feature (To re-engage, see Operations)

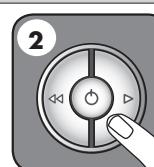
## BASIC PRODUCT MAINTENANCE AND TROUBLESHOOTING

## OILING SHREDDER

FOLLOW OILING PROCEDURE BELOW AND REPEAT TWICE



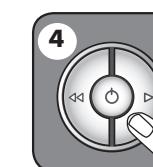
\*Apply oil across entry



Press forward



Shred one sheet



Press and hold forward (right arrow) 2-3 seconds

**CAUTION** \*Only use a non-aerosol vegetable oil in long nozzle container such as Fellowes 35250

- All cross-cut shredders require oil for peak performance. If not oiled, a machine may experience diminished sheet capacity, intrusive noise when shredding and could ultimately stop running. To avoid these problems, we recommend you oil your shredder each time you empty your waste bin.

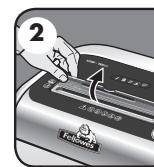
## CLEANING AUTO-START INFRARED SENSORS

Paper detection sensors are designed for maintenance free operation. However, on rare occasions the sensors may become blocked by paper dust causing the motor to run even if there is no paper present (Note: two paper detection sensors are located in the center of the paper entry).

## TO CLEAN THE SENSORS



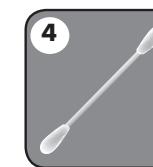
Turn off and unplug shredder



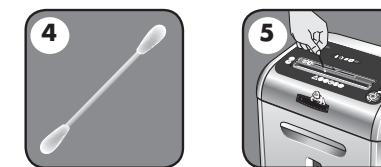
Lift CD flap.



Locate Auto-start infrared sensor.



Dip cotton swab in rubbing alcohol.



Using cotton swab, wipe away any contamination from the paper sensors.

## PREVENTIVE MAINTENANCE AND MISCELLANEOUS TROUBLESHOOTING

- Run shredder once a day in reverse for 15 seconds to clear cutters
- Empty wastebasket when bin full indicator light is illuminated using bag # 36052
- Shredder will not function if the pull-out bin is not pushed all the way in, or if bin needs to be emptied.
- When shredding for a prolonged period of time, the motor can become warm and require a cool down period. When this occurs the overheat indicator will alert you to the problem, this model will require 30 minutes to cool down.

## ACCESSORIES

Maintenance is an important part of protecting your investment. Don't forget oil and shredder bags.



Shredder oil - #35250



DS-16Ci Shredder plastic bag - #36052

## PROBLEM STILL NOT SOLVED?

Fellowes is committed to giving our customers the support and service they deserve. That is why we offer several options for you to find technical information, step-by-step assistance and personal attention.

- [www.fellowes.com](http://www.fellowes.com) features an extensive on-line support section with a number of self-service options

- Our customer service professionals are dedicated to resolve any of your issues

Go to Support Section at [www.fellowes.com](http://www.fellowes.com) or see back page of manual for useful telephone numbers.